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ACHIEVING SINGLE IDENTITY THROUGH FAMILY CARD UPDATING PROGRAM “KAKEK KU DATANG”

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ABSTRACT

E-KTP implementation in Gresik regency, until 2014, found various problems involved Double Data Recorded up to 23,765 inhabitants; Anomalies or substantial deviations of data elements as 69,230 inhabitants; only 20% children Birth Certificate were Recorded, issuance of Death Certificate was never implemented. The best alternative to solve this problem is to update the attribution of Family Card which encompasses most data element of the resident identities. Family card updating program named as Kakek Ku Datang (Kartu Keluarga Ku Data Ulang), an innovation program of Gresik. The purpose of this study is to analyze the implementation of Kakekku Datang to improve the ease of service and data validity in order to achieve single identity in Gresik. This study is observational through discussion forum to evaluate program innovation as a human-centred design. Population of the study is village register officials, sub-district officials, and resident and civil registry officials in Gresik. The results indicate that during the implementation from January 2015 - December 2017, Kakek Ku Datang has successfully achieved updating of 229.332 KK Count 0; recording of birth certificates as 85%; recording of death certificates as 13.510 inhabitants; recovery of double & anomalies data as 46% (2017), and recording of e-KTP massively increased to 88.9%. Kakek Ku Datang potentially achieves single identity through the combination between inclusive service and technology in human-centred design.

KEY WORDS

Single identity, family card updating, data validity, human centred design, inclusive service, technology.

In 2012, the Ministry of Home Affairs recorded resident's identity to electronic National Identity Cards (e-KTP) which include iris, signature, fingerprint, & other identities. Its main goal is to establish the Single Identity through the issuance of 1 (one) Resident National Identity Number (NIK) for 1 (one) resident. Until 2014, e-KTP implementation in Gresik regency was founded various problems involved Double Data Recorded as 23,765 inhabitants; Anomalies or substantial deviations of data elements as 69,230 inhabitants; only 20% Birth Certificates recorded of 0-18 years population aged, issuance of Death Certificate was never implemented or 0 (Ministry of Home Affairs, 2016). The problems in Gresik scope also occur in the national constellation that the birth certificate record is still very low followed by the recording of death certificate & millions of people identified as double data or anomalies recorded. Indonesia has more children without a birth certificate than the entire population of Australia (Summer, 2015).

The various problems present a huge gap in an effort to create the single identity. The best alternative to solve this problem is updating the attribution of Family Card (Kartu Keluarga-KK) which encompass the most complete identity of the resident including name, NIK, gender, date of birth, religion, occupation, marital status, family relationship status, citizenship, & name of the parent. KK updating is considered as a bridge to cross the gap (Ahmadi, 1982).

Unfortunately, 69.37% of 369,120 KK (1,332,972 inhabitants) in Gresik Regency at June 2015 is categorized as KK Count 0. KK Count 0 is extracted from National Information System of Resident & Civil Registry (SIAC), count 0 means it hasn't been updated since it was published in 2008. Stagnation of KK data element's for more than 7 years, 2008-2015,

was definitely opposed to the population dynamics & directly generates the invalidity of resident data.

Based on this problem, the Official of Resident & Civil Registry (Dinas Kependudukan dan Catatan Sipil- Dispendukcapil) of Gresik Regency held the service of Kakek Ku Datang (Kartu Keluarga Ku Data Ulang - Family Card Updating). The main goal of Kakek ku Datang is to achieve Single Identity through the validity of resident data. It was delivered to all of the community. The strategy of Kakek Ku Datang is inclusive implementation, not only the beneficiary but also the official. It is completed with direct service, interactive approach through talk show & easily accessible information. It is supported by educational service which is complemented by a list of unmet service, simple guidance, & supporting file of KK updates as evidence. Through human-centred design approach which divided in to three main perspectives: desirability (demand), feasibility (eligibility) and viability (sustainability). Based on its perspective, program development improves the ease of service includes time, requirements, and accessible service by combining direct service and technology (Ideo, 2012).

METHODS OF RESEARCH

This study is observational through discussion forum to evaluate program innovation as a human-centred design involved the process of program implementation, ease of service centred on the experience of the community, and the usefulness of data validity. The evaluation of program aims to describe an inclusive implementation process involving government officials and community, program philosophy, the uniqueness of innovation, and, funding resources. Furthermore, the observation was conducted by providing a closed questionnaire of 201 samples determined by multi-stage random to analyse information clarity on the interactive approach of educational services undertaken by the government officer and experience on ease of service, timeliness, service simplicity and accessibility. In addition, using a combination of discussions, interviews, and open questionnaires aims to analyze the validity of data and usefulness for the implementation of local development programs.

The population of the study is village register official, sub-district official, and resident and civil registry official in the Gresik district.

RESULTS AND DISCUSSION

Kakek Ku Datang creates single identity through the combination of inclusive and technology with the human-centred design approach. During implementation since January 2015 – December 2017, this program successfully updating 229,332 Family Card (KK) Count 0 or 89.57%. KK updating is the main result but it simultaneously resolves various problem involved recording birth certificates as 85% far exceeding national targets, recording death certificates as 13,510 inhabitants, recovering double & anomalies data as 35,656 inhabitants (2015-2016) & 104,785 of 228,464 data element or 46% (2017), and recording of e-KTP massively increased to 88.9%.

Resolving the various problems with optimum results on data updating at the family level as well as on individual scopes such as anomalies, doubles, birth or death certificates and e-KTP cards made Kakek Ku Datang innovation come as a key alternative to achieve a single identity in Gresik even national scopes.

Strategy implementation for Kakek Ku Datang programs started by extracting Family Card (KK) Count 0 from National Information System of Resident & Civil Registry (SIAK) as a key step which is show 69,37% of 369,120 KK is categorized as KK Count 0. Based on KK count 0 lists, the Official of Resident & Civil Registry (Dispendukcapil) printed form of KK updating followed by information / data needs of Resident & Civil Registry that must be met. Furthermore, KK updating is carried out inclusively by the official in any level of local government. Through this program, local government deliver an inclusive service by

involving 8,000 RTRW's (smallest community in the village) (Nugroho, 2013), 356 Village Register Officers, & 18 districts through Gresik administrative.

As an inclusive service, KK updating is complemented by the registration of birth & death certificates, double data & anomalies recovery, & e-KTP recording. Integration of service is an obligatory consequence because each of KK data element's updated was directly followed by the change of the individual data of each family member.

As a responsive service, it was held a pick up services in order to reach disabled people, children which is have an identity crisis in orphanages, students at the school, & general public in a village. It's supported by interactive dialogue forum through Talk Show in Suara Giri Radio, popular information media in Gresik. The dialogue is also an open public consultation forum to obtain public complaints & strengthen education to the community especially to change the mindset of KK.

Learning on the urgency of resident data, Resident and Civil Registry of Gresik Regency held the service of Kakekku Datang which is an extension of "Kartu Keluarga Ku Data Ulang - Family Card Updating". This program simultaneously increasing birth & death registration, electronic National Identity Card (e-KTP) record, recovering double & anomaly data. It is the key to achieve Single Identity. The distinct point of this innovation is inclusively implementation which involves resident & officer, the combination of direct service & technology, improving the ease of service & data validity.

This section must be in one column. Kakek Ku Datang has the phrase "Kakek (grandfather)" which is philosophically interpreted as an elder who knows every single detail of his family. It also symbolized by Semar as a wise Punakawan figure in Java's Wayang. As Kakek, the government set as an elder to reach the community in all of the generations with no one left behind to improve genealogy (updating data), share learning (education) & experience (ease of service).

The main source of innovation idea is the attribution of Family Card (KK) which encompass the most complete identity of the resident but 256,047 or 69.37% of 369,120 KK (June 2015) is categorized as KK Count 0 or never updated for more than 7 years, 2008-2015. In another side, various problems of Resident & Civil Registry is can't be solved as a separate unit. For example, birth certificate's services aren't always recovering double/anomaly data & vice versa. But KK updating is an inclusive approach, each data element of KK updated was directly followed by the change of each family member data's. It means every KK updates is obligatory followed by birth certificate (for newborn), death certificate (for the death of family member), recover double/anomaly data (by updating element data of KK), & record family member data into electronic (e-KTP).

Moreover, the idea of innovation came from the gap between proxy data & registration data that led to the discrepancy of the beneficiary list of development programs. An invalidity of resident data is the main cause of inaccuracy of basic services. For example, in 2010, at the head of Gresik regency election appeared a conflict due to multiple voter lists even falsified, in 2015, there many people who died/migration but still listed as a beneficiary of rice aid program (Raskin). In 2016, many families have to pay national health insurance premiums (BPJS) for family members who have died/migration. Invalidity data is also caused by the urban sprawl phenomenon in Gresik as an Industry City with rapid urbanization (Dobbins,2009). It also causes difficulties to register the identity of the migrating population. It is absolutely difficult to develop human beings in the term of development if the human data is in invalidity (Slamet, 2003).

The main difference value on "Kakek Ku Datang" implementation is the extraction of KK count 0 from SIAK system. 69.37% KK categorized as KK Count 0 which shows a massive invalidity resident data are determined as a leverage point of single identity. The KK Count 0 updating approach simultaneously improves other resident & civil administration issues & it drives all of the core business of Resident & Civil Registry Services.

Another uniqueness of Kakek Ku Datang, it was implemented inclusively with no one left behind, not only the beneficiary but also the official. This service reaches all levels of society & is implemented by involving 8,000 RTRW, 356 Village Register Officers, 18 Sub-districts through Gresik administrative. Despite the large human resources at the village

officials, these inclusive services are financially non-costly because village-level financing utilizes the national policy of budget allocations to villages (Dana Desa).

In the implementation of this program, the procurement of KK forms utilizes funds from the central government (APBN), the funding of official & service supporting (tools, pick-up service, & talk show) utilizes local government funds (APBD), while funding for village services utilizes Village Fund. Furthermore, for the development of innovations, it utilizes NGO aid funds (GIZ).

Kakek Ku Datang has involved 8,000 RTRW & 356 village officials, 18 district operators & 36 service officers. Cost of the officer at the village level using national policy of village budget allocations, the average cost of village official honorariums as \$19 per month. At the sub-district & district levels are use local government funds, \$45,692/year to hire 36 officers, \$ 38,500 for tools includes 26 computers, 1 KVM, 4 Modems, 19 Hub, 20 Scanners, 1 router during the implementation of 2015-2017. Cost of 30 pick-up service per year is US\$ 111/service. Cost of 6 talk shows per year is \$461/show & socialization to the village & sub-district official is \$ 16,547/year. Procurement of KK Form is used central government funds of \$170,645.30 during 2015-2016.

For innovation development such as dashboard2.0 is utilized fund from GIZ for \$7,500. It is used for incubation of service improvements & dashboard production in 2016 which is then used for the development of application such as Dr.Kepo, Laperde, LIKE & Check NIK.

Gresik District is one of the districts located in the Java Province. Gresik the northwest of Surabaya City which is the Capital of East Java Province, with an area of 1,191.25 km². Gresik divided into 18 sub-districts and consists of 330 rural and 26 urban area (Central Bureau of Statistics, 2017). The sample of 201 consisted of 16 officers in Dispendukcapil, 4 officers in local board, 18 officers in Sub-District, 36 Village Register Officers, 36 RTRW Officers, 91 Community who use Kakek Ku Datang service. Average correspondence age is 32.1 years with age range from 16.2 to 64.4 Years. It consists of 82 are men and 119 women with the highest average of education is senior high school.

Based on the results of the recapitulation of closed questionnaires distributed during January-February 2018 obtained various things as follows:

First, Referring to the interactive approach of Kakek Ku Datang which is using a variety of popular media such as talk shows in Suara Giri Radio, Facebook, Official Website, and SMS Gateway to socialize the program as well as an open consultation forum. The results obtained that 80.6% of respondents have understood the explanation of the program, 14.9% quite understand, and 4.48% do not understand. The platform that is the favourite of the respondents to interact with the program is a talk show conducted at Suara Giri Radio with a percentage of 40.8%. Despite being a favourite media but the intensive platform is used to obtain program information is Facebook with a percentage of 51.2% and Official Website as much as 33.83%. While SMS Gateway is considered less attractive with a percentage of 3%. The interaction between community and officers in implementing a program becomes very important in the development of Kakek Ku Datang in the future to create a better service mechanism with technology penetration and inclusive approach.

Second, Referring to the development in early 2016, Kakek Ku Datang produced a subsequence innovation labelled Dashboard 2.0. It is capable of real-time measuring of the performance of the agency. It helps the officer to supervise & evaluate the service progress, to take policy in the determination of service & budget allocation. Not only the internal improvements, but the external sector of service is also carried out by strengthening the education to the community through various tools such as dr.Kepo (Kependudukan Online) in web/android version. It provides service information, resident administration problem (unmeet service) for each family member, and facilitates the online services by transforming 116 forms into digital. All are accessible by inputting KK serial number or NIK. Laperde helps village official to report. Check NIK & LIKE for resident private or public institutions to check the validity of resident identity.

A total of 72.6% of correspondents expressed satisfaction on the ease and timeliness of service, as many as 20.9% said quite satisfied but still recorded 6.47% said not satisfied. This satisfaction is influenced by the fact that the accuracy & acceleration of KK updating

performance time increases from 2 weeks to 1 day with a simpler requirement. While accessibility to services obtained data that 60.7% correspondence states easily accessible, 23.9% quite easy to rise, and 15.42% said not reachable. Accessibility is highly influenced geographical fact where there are 2 districts of Sangkapura and Tambak with a total of 30 villages located in the Bawean islands. In addition, accessibility is greatly influenced by the level of computer literacy although 100% of villages throughout Gresik have been connected to the internet (Diskominfo, 2017).

The validity of resident data which is generated by Kakek Ku Data isn't only as a key alternative to solve the single identity issues. It is easily replicated in Indonesian cities because of SIAK are used as the national resident & civil registry database. In 2017, Kakek Ku Datang is the case study of national KK updating that planned in 2018-2019. This can also be replicated in all cities of the world that apply family-based data registry & especially with the urban sprawl phenomenon to facilitate the recording of population migration.

In another side, the single identity as a "clear data" generated by Kakek Ku Datang is a potential solution for the discrepancy of the beneficiary list of development programs which is caused by the gap between proxy data & registration data. It has been incorporated in other public services such as updating poverty eradication database (2016-2017), e-voting implementation in 20 villages (2017), updating health protection & education incentives (2016-2017), checking the validity of bank customer identity (2017) & database of development planning toward Gresik Big Data (2017-...) (Bappeda, 2016).

CONCLUSION

Kakekku Datang Program is the key alternative to achieve the single identity which simultaneously solves the various kinds of administrative and civil registry problems. Using human centred design, an inclusive approach that integrates communities and governments, Kakek Ku Datang as a basic service which has been able to reach all levels of society, no one left behind. It has mobilized the human resources in stages at every level of the government. The government has become an active system while the service not only completes the procedure but also provides a strong education for the community & implementers. This combination has a great impact to improve the ease of service, simplicity, timeliness, and service access.

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